

POSITION: MAIL CLERK (SENIOR)

BASIC FUNCTION OF POSITION

Incumbent is the Senior Mailroom Clerk/Team Lead/Mailroom Supervisor. She provides direct oversight and expert guidance to the junior Mailroom clerk and any temporary duty personnel in the performance of their daily duties. She assists, on a working level, as required, with all unclassified Department of State and "limited" APO mail and pouch related matters for the Embassy and all associated agencies. She is responsible for handling all associated administrative and organizational tasks. She reports directly to the Information Management Officer (IMO).

MAJOR DUTIES AND RESPONSIBILITIES

Mail Room Operations and Administration

95%

Incumbent is Senior Mailroom Clerk/Team Lead/Mailroom Supervisor and provides oversight, expert guidance, and working level assistance, as required, to the junior mailroom clerk regarding all Department of State and "limited" APO mail and pouch related matters on a daily basis. She performs scheduled (and sometimes unscheduled) weekly and weekend work, when required. Is responsible for preparing outgoing MPS (Military Postal Service) APO and Department of State mail and official pouches for dispatch as necessary. Dispatching of pouch mail and official items includes checking for appropriate postage, customs, pouch control forms, registry slips, and correct return address, and ensuring the proper paperwork is included with each outbound pouch. Incumbent is responsible for entering all inbound/outbound pouch identification, tracking, dispatch and receipt information in the new, web-based, on-line [ILMS DPM](#) database. Incumbent **must master comprehensive use of this database through on-line training and associated documentation provided for this purpose.** Mistakes should be minimized as corrections after the fact can be difficult to process.

Incumbent will prepare pouch weight reports using a locally established database for entering the data for proper charging for APO and pouch ICASS charges. Incumbent must establish essential contacts at the airport and Myanmar Post Office as part of her official responsibilities. Incumbent must put these contacts to good use when alternative methods of outbound dispatch and/or inbound receipt must be used due to shutdown or temporary inaccessibility of "normal" routes/methods.

Prior to sorting and slotting incoming local and pouched mail in the Embassy's mailroom, the incumbent is responsible for dumping, inspecting and, if/as necessary, isolating and viewing "suspicious" letter and package contents in the security receiving room at the General Services Office (GSO) annex. [Rules and regulations governing](#)

[these requirements](#) can be found on the Diplomatic Pouch & Mail (DPM) website.

Incumbent will sort and distribute all incoming APO and DoS pouch mail, interoffice mail, and locally received mail such as periodicals, local and foreign newspapers, and consular and other local official mail. Furthermore, incumbent is responsible for collecting all inbound faxes promptly from the Switchboard Office, notifying the receiving office via phone, and then slotting the fax into the proper office slot box. Incumbent will notify appropriate personnel when newspaper and periodicals are not received so charges can be adjusted accordingly.

Incumbent is also responsible for ensuring the continuous timely forwarding of 1st class letter and magazine mail for departed employees.

Incumbent ***must thoroughly understand both the Military Postal Service (MPS) and Department of State (DoS) pouch and mail rules and regulations***, including the fact that DoS pouches may be dispatched not only from post to Washington, but also from post to post. All governing rules and regulations may be accessed through either the [Department of State's DPM website](#) or the military's [MPS website](#). Additional guidance may be provided by the IMO or the Information Management Specialists (IMS's).

Incumbent must be able to obtain the proper Customs paperwork from the local Customs office to process all outbound and inbound DoS and APO pouches, as required, in a prompt, timely manner.

Incumbent ***must thoroughly understand the use and master the operation of the Mailroom's new on-line, web-based [Endicia postage system](#)*** and know where and how to find the resources, both on line and in house, to assist with any software, hardware, or other related problems.

Accompanied Pouch/Diplomatic Courier Escort & related

5%

Incumbent will be responsible for accompanying the Embassy's cleared American courier & escort on the bi-weekly accompanied diplomatic courier airport run, when required, and assisting the Diplomatic Courier from Bangkok with passport processing and other related arrival/departure issues and formalities.